

Non-Financial Partnerships:

Linking WIBs/One-Stops to FCBOs through the Referral Process

DOL CFBCI Conference Call

March 4, 2004



INDIANA
WORKFORCE
DEVELOPMENT



FaithWorks Indiana

- Launched by former Governor O'Bannon in 1999
- Awarded State Grant from U.S. Department of Labor in 2002
- Administered by Indiana Dept of Workforce Development



Six Sub-Awards to WIBs

- Increase awareness of WorkOne (a.k.a., One-Stop System)
- Increase partnerships with FBOs and CBOs (over 500 new partners)
- Increase referrals between FBOs/CBOs and WorkOne

Initial Information Sharing

- Service Fairs (half-day)
 - *Center of Workforce Innovations (CWI)*
 - *Experiential sharing of information about services offered*
 - *Identifying needs and possible solutions*
 - *Hosted at FBOs*

Initial Information Sharing

- Leadership Academy
 - *Northeast Indiana WIB*
 - *More intensive - provided over several weeks*
 - *Provided direct capacity building and training in available resources*
 - *Brought in local experts to provide instruction requested by FBOs*

Cross-Training

- Customer Registration Training
 - *Several WIBs offered training on the Internet customer registration system (CS3)*
 - *This allowed customers to register for WorkOne services at a convenient, community location with someone they know*

Access Points

- Mini-Kiosks or IRAs
 - *Circle Seven's FBOs or CBOs placed mini-Information Resource Areas (IRAs) or kiosks at their location to prompt referral to WorkOne*
 - *Southern Seven WIB also offered the provision of PC, Internet access, etc., to facilitate their involvement*

Resource Directories

- **CWI Online Resource Directory**
 - *For use by FBOs, CBOs and WorkOne partners with svc info from over 450 FBOs*
 - *FBO partners (1 in each of 6 counties) collected information*
 - *Partnership of Catholic Social Services and RSVP program to put together the directory information*



Faith Based Resource Directory



- ▶ [HOME](#)
- ▶ [ORGANIZATION DIRECTORY](#)
- ▶ [SEARCH BY CATEGORY](#)
- ▶ [ADVANCED SEARCH](#)
- ▶ [EDIT ORGANIZATION](#)

ABC Church (Sample Listing – Fictitious Information)

Organization Info

Contact Person: John Smith
E-mail: jsmith@abcchurch.net
Address: 123 Main St.
City: Small Town
County: Rural County
State: IN
Zip: 46000
Phone: (219) 555-0000
Fax: (219) 555-1111
Office Hours: 9am-2pm
Program Hours: 9am-9pm

Target Group

YOUTH ✓
SENIORS ✓
MIGRANT
TRANSIENT/HOMELESS ✓
HISPANIC
OTHER

Company Services

Counseling ✓

- Individual ✓
- Family ✓
- Marriage ✓

Emergency Assistance ✓

- Rent ✓
- Utility ✓
- Shelter ✓

Senior Services ✓

- Food Site
- Day Care

Child Care

- Pre-School
- Before and After School

Food Pantry ✓

- Distribution Site

Migrant Services ✓

- Resource/Referrals
- Housing

Clothing ✓

- Emergency ✓
- Re-sale

Housing ✓

- Home repairs ✓

Youth Services ✓

- Mentoring ✓
- Youth Groups ✓

Immigration Transitioning

- Citizenship
- Translation Assistance
- INS Navigation/Information
- Cross Cultural Education

Education

- Pre-School
- K-12
- Adult Education (GED, ESL)

Transportation ✓

Other

Resource Directories

- NIWIB Printed Resource Directory
 - *Produced by local university and local newspaper (delivered with paper to 78,000 households)*
 - *Directories also distributed to local churches*



Resource Directories

- Government Service Referral Directory
 - *Allows more appropriate referrals from FBOs/CBOs to variety of government and traditional provider agencies (sample from FaithWorks Indiana)*

Referral Forms/Cards

- Many Options

- *Identify source of referral at One-Stop reception (may be under-reported)*
- *Referral cards (simple, may not be taken to the office - sample from Indianapolis Private Industry Council-IPIC)*
- *Formal referral forms FAXed or e-mailed to One-Stop or FBO/CBO (may be more challenging to use - sample from CWI)*
- *Automated referrals (only available for sites with e-mail access)*

Referral Tracking

- Sample Referral Tracking Process
 - *Workforce Development Strategies, Inc. (WDSI)*
 - *Process developed by team of WorkOne partners and FBOs/CBOs*
 - *Tracks time between referral and confirmation*
 - *Formal process to re-visit success of referrals quarterly*

Successes

- New Rural Partnerships
 - *CWI's Winamac WorkOne, with FBOs, will identify svc gaps and where FBOs can assist (FBOs administering surveys and discussion groups)*
 - *CWI's Valparaiso WorkOne site is hosting the United Methodist Church's JOB Club - resulting in WorkOne referrals (being replicated by neighboring county's ministerial association)*

Successes

- New Rural Partnerships
 - *Southern Seven has 78 new access points (45 CBOs and 33 FBOs)*
 - *28 of the sites have on-site Internet registration for WorkOne services*
 - *CBOs include libraries and schools to promote more access*

Successes

- New Rural Partnerships
 - *WDSI's WorkOne staff are working with faith-based homeless shelter to bring WorkOne services to them*
 - *Workshops for clients on-site*
 - *Overcome hesitancy to visit WorkOne Center and use self-service computers*

Successes

- New Rural Partnerships
 - *WDSI's community meetings brought together a Catholic Church serving the Latino community*
 - *WorkOne and church working with adult learning center to enroll WorkOne staff in conversational Spanish and provide more Spanish-language materials*

Successes

- New Urban Partnerships
 - *IPIC partnered with faith-based mentoring program to support training of new mentors to expand capacity AND register participants for WorkOne services*
 - *IPIC held 20 community outreach meetings with 175 participants*

Successes

- New Urban Partnerships
 - *NIWIB heard from a youth-serving FBO that participated in the Leadership Academy that they were awarded a capacity building grant locally as a result of their participation in the Academy*

Challenges

- One-on-one contact is critical
- Volunteer leadership changes, ongoing/multiple contacts necessary
- Urban areas may have larger FBOs and CBOs - can use broader brush and take advantage of existing coalitions
- Rural areas tend to have fewer resources-may be more internally-focused (may be open fewer hours)

Challenges

- **TRUST TAKES TIME**

- *“I am a shepherd and my people are my sheep. A good shepherd does not let his sheep go into other fields until he knows the shepherd and can trust that they will be safe.”*

Local Minister to WorkOne staffer

Contact Information

- **FaithWorks Indiana**
 - www.in.gov/faithworks
 - 1-800-599-6043
- **Resources for more information**
 - www.in.gov/faithworks
 - “DWD Initiative” on the left
 - Look for “DOL Conference Call Resources”



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